

FOR MONTGOMERY COUNTY SUBSCRIBERS OF RCN CABLE TV SERVICE:

Starting in October, RCN is upgrading its network to an all-digital cable television platform. Converting to an all digital platform provides RCN with the ability to free up bandwidth on its network, in order to offer our customers more expanded basic digital TV channels than ever before, more High Definition channels added to our industry-leading HD lineup, and new Video ON DEMAND programming with hundreds of hours of free content. Plus, RCN cable television customers will also enjoy the added benefits of a digital converter box including 100% crystal-clear digital picture, 45 digital music channels, new Video ON DEMAND programming, and RCN's state-of-the-art interactive program guide with parental controls and more.

Conversion schedule for Montgomery County Residents:

Bethesda 10/15/08

Includes: Bethesda, Chevy Chase and all Chevy Chase municipalities

Silver Spring 10/22/08 and 10/29/08

Includes: Silver Spring and Takoma Park

A link to the FAQs below can be found at www.rcn.com/digital/.

General Info

Why is RCN going all-digital?

Digital signals enable us to bring you better TV. Like crystal-clear picture and razor-sharp sound, plus more HD channels and Video ON DEMAND options. It's a more advanced technology that brings entertainment to a whole new level.

What's in it for me?

Lots! Our all-digital picture and sound leave analog in the dust. Plus, digital signals allow us to offer many more channels, including over 60 HD channels in our Expanded Basic package alone. You'll also get 45 digital music channels. Hands down, it's the ultimate home-entertainment experience!

What do I need to do?

If you already have standard digital converter boxes for your TVs, you're all set. If you don't, you'll need to get them. This will enable you to watch all our regular digital channels.

Note: This type of converter box won't let you watch in HD. To enjoy our rapidly growing selection of HD programming, instead get an HD converter box or an HD/DVR converter box. You'll also need an HD-capable TV.

Equipment

What equipment will I need?

To watch our regular digital channels, you'll need a standard digital converter box. If you want to watch in HD, you'll instead need an HD converter or an HD/DVR converter, plus an HD-capable TV. With any RCN converter box, enjoy the ease of use of our state-of-the-art interactive guide with enhanced parental control features and advanced Video on Demand menus.

Can I use a government coupon to buy a converter box from an electronic retailer and use it with my RCN service?

No, the government provides coupons only for boxes that receive over-the-air channels, the kind you get with "rabbit ears." These boxes will not work with our service.

Where do I get converter boxes — and how do I get them installed?

RCN gives you 3 easy options:

1. Call 800-RING-RCN and we'll ship you converter boxes for self-installation — at no cost.
2. Visit your nearest RCN payment center and pick up your converter boxes for self-installation.
3. Call 800-RING-RCN and arrange for an RCN technician to come to your home and install your converter boxes. There is a fee for this. The amount depends on the scope of the job.

What's the difference between an HD converter box and an HD/DVR converter box?

Both types of boxes will let you watch in HD. An HD/DVR box also gives you a Digital Video Recorder (DVR), so you can record programs and pause, rewind and fast-forward as you watch. It's the most advanced converter box you can get.

Will I absolutely need a converter box of some type?

Yes. Without converter boxes, your TV sets won't get digital signals.

What happens if my TVs aren't hooked up to converter boxes?

You won't be able to watch. Without digital signals, you won't receive any of our all-digital channels.

High-Definition (HD)

What's the difference between regular digital channels and HD channels?

The short answer: HD channels are a big step up in sound and picture quality, akin to what you experience at a movie theater.

The longer answer: Our regular digital channels and HD channels are just two different types of digital programming. After all, they're both broadcast via digital signals. Here's the difference between them. Our regular digital channels are broadcast in Standard Definition. It's much better in quality than analog TV, free of snow, ghosts and static. Our HD channels come to you in High-Definition, with even sharper picture resolution, plus CD-quality Surround Sound. If you love to watch TV, it doesn't get any better!

Will the Digital Revolution automatically make my channels HD?

No. It will simply make all your channels digital. To go a step further and watch in HD, you need either an HD converter box or an HD/DVR converter box.

Channels

Will I have access to more channels?

Absolutely. Digital signals can accommodate lots more channels than analog, so RCN can offer you more choices than ever — movies, sports, international programming, kids' shows, you name it.

Which new channels will RCN offer?

We're adding channels all the time. As soon as we know about lineup changes, we'll be sure to notify you. You can always find your current lineup at www.rcn.com/digital.

How many HD channels will be available?

You'll receive over 60 HD channels in our Expanded Basic lineup. If you get RCN Digital Vision, Digital Vision Plus or Premium Networks like HBO® and Showtime®, you'll get even more HD channels.

We have developed an array of marketing communications materials to inform and educate all RCN customers about the new digital upgrade and how they can obtain a converter box to include: Direct mail, cross channel television spots, RCN 8 billboard, bill insert/ bill messages, and voicecasts.

Live Conversion Date for Bethesda Customers	10/15/08
(30) Day - Get Ready Mailer (In-home)	9/15/08
(30) Day - HD Notifications - postcard (In-home)	9/15/08
(15) Day - Time is Running Out (In-home)	10/01/08
10 Day VoiceCast Run Date	10/05/08
7 Day VoiceCast Run Date	10/08/08
(6) day mailer w/ Channel Lineup	10/09/08
5 Day VoiceCast Run Date	10/10/08
1 Day VoiceCast Run Date	10/14/08
Cross Channel Spot/ RCN 8 billboard	September - January

Bill Insert/ Bill Message

October - January

Live Conversion Date for Silver Spring phase 1 Customers	10/22/08
(30) Day - Get Ready Mailer (In-home)	9/22/08
(30) Day - HD Notifications - postcard (In-home)	9/22/08
(15) Day - Time is Running Out (In-home)	10/08/08
10 Day VoiceCast Run Date	10/12/08
7 Day VoiceCast Run Date	10/15/08
(6) day mailer w/ Channel Lineup	10/16/08
5 Day VoiceCast Run Date	10/17/08
1 Day VoiceCast Run Date	10/21/08
Cross Channel Spot/ RCN 8 billboard	September - January

Bill Insert/ Bill Message

October - January

Live Date for Silver Spring phase 2 Customers	10/29/08
(30) Day - Get Ready Mailer (In-home)	9/29/08
(30) Day - HD Notifications - postcard (In-home)	9/29/08
(15) Day - Time is Running Out (In-home)	10/15/08
10 Day VoiceCast Run Date	10/19/08
7 Day VoiceCast Run Date	10/22/08
(6) day mailer w/ Channel Lineup	10/23/08
5 Day VoiceCast Run Date	10/24/08
1 Day VoiceCast Run Date	10/28/08
Cross Channel Spot/ RCN 8 billboard	September - January

Bill Insert/ Bill Message

October - January